

Office of Administrative Hearings (OAH) Procedures Transmittal	Transmittal Number:	03-03
Distribution: ALB OAH Staff <input checked="" type="checkbox"/> UPS ALJs <input checked="" type="checkbox"/> Upstate LDSS <input type="checkbox"/> SUP ALJs <input checked="" type="checkbox"/> NYC OAH Staff <input checked="" type="checkbox"/> NYC ALJs <input checked="" type="checkbox"/> NYC Agencies <input type="checkbox"/> SUP ALJs <input checked="" type="checkbox"/>	Date:	February 28, 2003
	Page:	1 of 3
	Subject:	OAH Email Address and E-Forms on the Web

In an effort to utilize existing technologies to expand access to the Office of Administrative Hearings, several new electronic means of communication are now available. The following email address has been created for use by clients and their representatives to contact the Office of Administrative Hearings (OAH) Communications Intake and other units:

intakemail.hearings@dfa.state.ny.us

This email address is being distributed to community organizations and advocacy groups. If a client or representative utilizes this email address to access the OAH, an acknowledgment via email will initially be sent and an appropriate response either via email or regular mail will subsequently be sent.

The mailbox will be accessed daily by supervisory Communications Intake staff in the Telephone Intake Unit who will ensure that the email inquiries or requests are processed as appropriate. Peggy Acevedo will have primary responsibility for this function with Mike Allen, Sandra Cehowski, and Alie Kamara as backups. Email for staff in other units will be forwarded, through Outlook, to the appropriate staff person or, in the absence of the assigned individual, to the designated backup, as indicated below:

Liaison: Bert Pagano/Frances Viera
Correspondence (IDDs, Waiver Requests, etc): Joanne McGrath/Eileen Finn or Judi Ball
Home Hearings: Judi Ball/Pat Keays
Compliance: Jackie Donovan/Bart Delaney or Lori Kozlowski or Steve Twardzik
Post-Hearing Complaints (not compliance related): Kathy Rourke/Valerie Acklin
Administrative Disqualification Hearings: Ed McCarthy/Dave Szary
Agency Corrections: Dawn Welsh/Ruth Potter

When answering an email, the designated individual sending a response should log on and send an acknowledgment as the “Intakemail.hearings” user. **Responders must not use the “Reply” button in the email since emails sent outside our system are not secure, and confidential data contained in the client’s email would not be protected as mandated by law.** Therefore, the acknowledgment should be a standardized format, under Mark Lacivita’s signature, containing as little confidential data as possible, as follows:

We are in receipt of your email regarding an issue handled by the Office of Temporary and Disability Assistance, Office of Administrative Hearings. This is to acknowledge that you may expect an appropriate response to your email inquiry within a short time.

Mark Lacivita, Director of Administration
Office of Administrative Hearings

Once the acknowledgment is sent, the email will be processed and responded to in the same manner as other communications with our office; namely, a response may consist of scheduling a hearing, directing aid-continuing, adjourning or rescheduling a hearing, initiating compliance, etc. with the resulting forms being generated--an OAH 4420 (Acknowledgment of Fair Hearing Request), OAH 457 (Scheduling Notice), or FHIS automated letter or other response rather than an email response.

The individual processing the email should print the email from the client or representative, as well as any response and prepare them, as appropriate, for inclusion in the Panagon imaging system in the same manner that any other correspondence is prepared for entry into the imaging system. A method of electronically entering the email and any emailed response directly into the Panagon imaging system is under development and will be piloted shortly. Any non-hearing-related email received will be appropriately handled, stored for three months in the mailbox electronically and then deleted.



Two additional email addresses have been created for communications by Upstate local district and NYC agency staff:

intakeupstate.hearings@dfa.state.ny.us

intakenyc.hearings@dfa.state.ny.us

Use of email does not replace the local district’s/agency’s responsibility to contact OAH via the Fair Hearing Information system (FHIS), when warranted.



In addition to access via the email address intakemail.hearings@dfa.state.ny.us, three electronic forms, the FAIR HEARING REQUEST E-FORM, the REQUEST FOR COMPLIANCE E-FORM, and the ADJOURNMENT/RESCHEDULE REQUEST E-FORM are now available on the Internet. These electronic forms have been posted on the Internet at the OTDA website indicated below:

<http://www.otda.state.ny.us/oah/forms.asp>

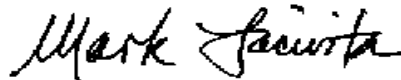
This website address is being distributed to community organizations and advocacy groups to encourage use of the E-Forms for ease of access to the Office of Administrative Hearings. All incoming electronic Fair Hearing Requests, Requests for Compliance, and Adjournment or Reschedule Requests received via E-Form will be processed and responded to in the same manner as other communications with our office. A response to an appropriately completed E-Form request will consist of scheduling a hearing, adjourning or rescheduling a hearing, or initiating compliance—the initiator of the E-Form will, therefore, receive in response an OAH 4420 (Acknowledgement of Fair Hearing Request), OAH 457 (Scheduling Notice), FHIS automated letter, or other response rather than an emailed acknowledgment or response.

Upon submission, the sender of the E-Form will receive an immediate electronic instruction that directs the sender to print the page as confirmation of completing the E-Form. When necessary, this office will honor, as proof of our receipt, a photocopy of the electronic form submitted by the sender.

The individual processing the E-Form should print the E-Form from the client or representative, and prepare it for inclusion in the Panagon imaging system in the same manner that any other correspondence is prepared for entry into the imaging system. A method of electronically entering the E-Form directly into the Panagon imaging system is under development and will be piloted shortly.

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If there are any questions with respect to this transmittal, you may contact your supervisor or Sue Fiehl at (518) 473-4779 or via email 90J029@dfa.state.ny.us.



Mark Lacivita, Director of Administration
Office of Administrative Hearings